TxEVER

Stakeholder Conference Call

County and District Clerks in Regions 4, 5N, 7, 9, & 10

June 3, 2015

Agenda

- Introductions
  - ➢ Host for today: Tim Patterson, Project Manager – tim.patterson@dshs.state.tx.us

- Why change?
- What's included?
- When will this happen?
- Submitted suggestions
- Initiating Family Burial Death Records
- Sample Reports
- How are you involved?
- Q&A

Why Change?

- Texas Electronic Registrar (TER)

  - While stable, it is an aged system both in terms of technology and infrastructure.

  - It has been a challenge to ensure reliability and availability.

  - Online support for Birth, Death, and Marriage Applications only.

- *The Sunset Advisory Commission Staff Report with Commission Decisions, August 2014*, re-affirmed the need to replace the system as a priority for the state.

  - It directed the DSHS to report each quarter to HHSC and the State Health Services Council on its progress in developing and implementing the TxEVER Project.

- Texas Electronic Vital Events Registrar (TxEVER)

  - Implement a comprehensive vital event registration system.

  - Implement a new system based on Rider 72 recommendations to increase security and improve data quality associated with registration vital events and issuance of certified records

  - Resolve current uptime issues, adhere to State and Federal requirements, and support individual and organizational goals including meaningful use of Electronic Health Records

  - Improve Quality Assurance: ensure local records and state records match, verify professional licenses are current for those entering certificate information.

What's Included?

- Consider the following vital events:

  - ➢ Birth certification and amendments

  - ➢ Death certification and amendments

  - ➢ Fetal death certification

  - ➢ Marriage applications

  - ➢ Reports of Divorce & Suits Affecting Parent/Child Relationship

  - ➢ Adoption

  - ➢ Abortion

  - ➢ Paternity

- With focus on:

  - ➢ Data governance: Ensure data integrity and enhance data quality

  - ➢ The security of records: Who has access to what

  - ➢ Improved customer experience

  - ➢ Modernize user access to vital records including data retrieval

When will this happen?

- 2015 (calendar years)
  - Evaluate best commercial off-the-shelf products for vital event registries and select product for best fit
  - Award contract to vendor
  - Modify commercial off-the-shelf product to fit the Texas business requirements
    - Conduct Joint Application Design (JAD) sessions with stakeholders
    - Review data entry screens and process flows with stakeholders
    - Begin coding those changes

- 2016
  - Work with stakeholder IT staff (internal or third party) to define and build interfaces to TxEVER
  - Complete coding changes for TxEVER
  - Begin testing

- 2017
  - Complete testing of TxEVER
  - Conduct user acceptance testing and TxEVER pilots
  - Continue running TER in parallel with TxEVER
  - Train users

- 2018
  - Go live January 1, 2018

Submitted Suggestions: General

- Improved User Experience:
  - Ability to sort / filter working lists
  - Include status indicator on the working lists
  - Highlight records requiring attention
  - Enhance data-entry
    - Updated edits
    - Required fields clearly indicated
    - Facilitated cause of death entry
  - Provide an online training module
  - Provide a guided registration process for creating accounts in TxEVER
  - Provide a guided process for registering vital events in TxEVER (step by step help)

- Enhanced audit logging

- Notification when amendments are in process

- Integration of Remote Issuance

- User configurable alerts and emails (user can configure the type of communication they prefer, by event type, daily digest or real-time notifications)

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Submitted Suggestions: Birth / Death

- Birth and Death:
  - Configurable exports – ability to export data from selected records to facilitate importing into local systems
  - Option to receive emails when new records in acceptance queue
  - Counts of new records, pending records on main screen
  - Expand queue listing (include place of birth/death, include funeral home for death)
  - Geocoding for place of birth/death, address verification, assigning Local Registrar
  - Option to digitally sign
  - Option to automatically number local records (ability to configure local numbering scheme)
  - Review records in entirety prior to accepting, ability to route to another registrar
  - Infant deaths - system will check for existing birth record and warn if none has been filed

Submitted Suggestions: Birth / Death

- Birth
  - Handle multiple births (copy appropriate information from one to the next)
  - Auto-populate letters/forms, ability to use hand-held devices
  - AOP and other supporting documentation images linked to birth record
  - Indication of partial AOP
  - Full review by State of all records submitted by midwives
  - AOP Enhancements:
    - End user will receive system alert upon login and optional email message that AOP has been returned for correction
    - Status field in Unresolved Queue List will reflect that AOP has been returned for correction
    - End-user will be able to respond to VSU error message once AOP is corrected and resubmitted (which will clear AOP Error status in Unresolved Queue)
    - When AOP returned for correction, there will be an indication of why the record was rejected
    - Improved matching of partial AOPs, and matching of AOPs to birth records

- Death
  - Change routing for electronic records:
    - Certifier/funeral home -> state -> local registrar
  - State will verify right local registrar and correct if necessary.
  - Contact links/info (Funeral Home/ Certifier/ State / Local Registrar)
  - Built-in messaging to facilitate communicate with other stakeholders and with the state. Message/email will contain hyperlink to record referenced.
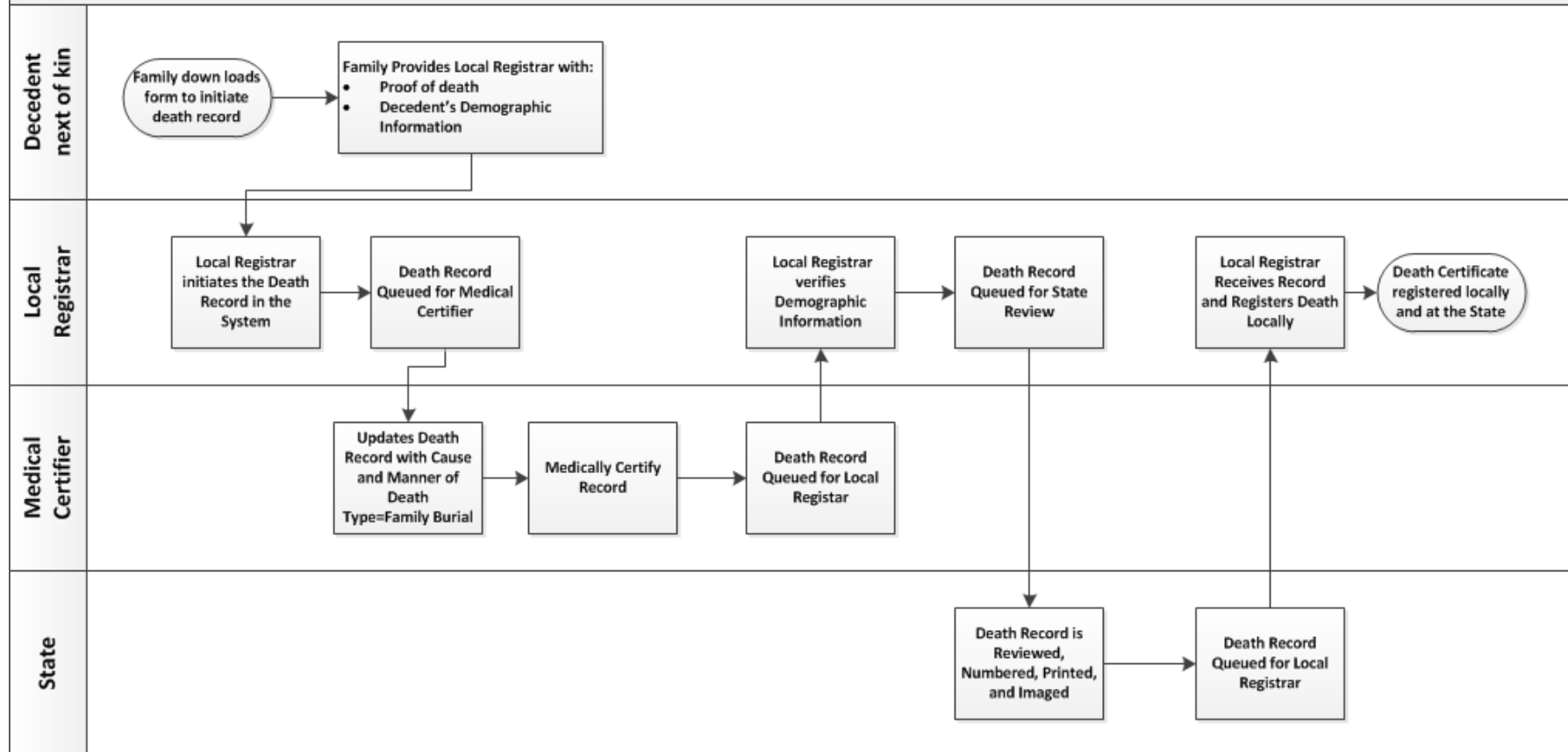
Submitted Suggestions: Marriage Applications / Divorce / Suits

- In general:
  - Certification will required that the person uploading / entering data have a VSU-assigned Personal Identification Number (PIN)
  - For sites without a local system or no export capability, an option will be provided for entering data into a web form.
  - Import Utility and web form will verify data is valid and check for existing duplicate records before importing into TxEVER
  - We are working with the OAG to solidify rules (i.e. can we accept data instead of original marriage applications?)

- Marriage Applications:
  - For imports and exports, will support CSV and XML formats
  - Are Clerk's storing Marriage Applications in their own systems? With Electronic Signatures?
  - Who all is using a signature pad with their own system?
  - If using a TxEVER web form, would you be able to upload image of original Application with signatures?

- Divorce
  - For imports and exports, will support CSV and XML formats

- Suits
  - For imports and exports, will support CSV and XML formats
  - Web form will prompt for type of suit, and data-entry screen will only prompt for fields required for that type of suit

Initiating Family Burial Death Records

Family Burials – Electronic Death Registration in TxEVER

Decedent next of kin
- Family down loads form to initiate death record
- Family Provides Local Registrar with:
  - Proof of death
  - Decedent's Demographic Information

Local Registrar
- Local Registrar initiates the Death Record in the System
- Death Record Queued for Medical Certifier
- Local Registrar verifies Demographic Information
- Death Record Queued for State Review
- Local Registrar Receives Record and Registers Death Locally
- Death Certificate registered locally and at the State

Medical Certifier
- Updates Death Record with Cause and Manner of Death Type=Family Burial
- Medically Certify Record
- Death Record Queued for Local Registar

State
- Death Record is Reviewed, Numbered, Printed, and Imaged
- Death Record Queued for Local Registrar

Sample Reports

- Print Queue Listing
  - Notice of voids and deletions
  - Notice of adoptions filed at State but flagged as "Do Not Issue – Adoption Fee is Owed"
  - Notice of Demographic Amendments initiated within 10 days of the original record being filed (the 10 days is configurable by the State)

- Reports of Death – listing of deaths in local registration district

- Replacement Report – for Adoption and Paternity records (also referred to as "Replacement Records") queued for local registration, the system provides a report for the Local Registrar that lists the child's name prior to adoption and the child's name after adoption, along with the Local File Number

- Deceased Listing – allows a user to view a list of birth records that have been flagged as "Deceased". Report can be run by a Local Registrar to view records in their jurisdiction. The report will also reflect any records that were corrected to remove the "deceased" designation.

- Suicide Reporting – local registrar can enter into a memorandum of understanding with another authorized entity to share de-identified suicide data

- Remote Issuance Report – listing of out-of-jurisdiction birth abstracts issued by the Local Registrar

- Voter Abstract – each month the local registrar shall prepare an abstract of each death certificate issued in the month for a decedent 18 years of age or older who was a resident of the state at the time of death. These abstracts will be filed with the voter registrar of the decedent's county of residence and the secretary of state.

Sample Reports – Continued

- Death Registration Audit Report – number of death records filed by funeral home and medical institution and by type of disposition

- Time elapsed from date of event to date of filing – this report indicates times elapsed from date of event to date of filing by institution

- Listing of In-Process Death Certificates – authorized users will have the ability to print reports of the status of current death certificates: Pending, Filed, Registered, Rejected, Voided, Abandoned

How are you involved?

- Soliciting your ideas for the new system, send ideas to TXEVER@dshs.state.tx.us, please put TxEVER in the subject line to help identify these as suggestions for the new system

- Asking you to participate in the Joint Application Design (JAD) sessions

- Asking you to evaluate prototypes, demos

- Assist in user acceptance testing

- Attend training sessions

- Be prepared for the January 1, 2018 go live date

Q & A